DOCUMENT RESUME

ED 029 678 LI 001 528

Preliminary Evaluation, Texas State Library Communication Network, 1968.
Peat, Marwick, Mitchell and Co., Austin, Tex.; Texas State Library, Austin. Field Services Div.
Pub Date 69
Note-62p.
EDRS Price MF-$0.50 HC-$3.20
Descriptors-Communications, Costs, Data Collection, Interlibrary Loans, Library Collections, *Library Cooperation, *Library Networks, Library Planning, *Library Programs, *Library Surveys, Program Evaluation, *Public Libraries, Reports, Use Studies
Identifiers-*Texas

In 1968 the Texas State Library established a library communications network under Title III of the Librar y Services and Construction Act. The objective of this study was to evaluate the network after six months of operation. Part I of the study consists of a general evaluation by Peat, Marwick, Mitchell and Co., based on operational data collected by the Texas State Library System, network evaluation criteria, a questionnaire administered to network participants, and analyses of data summaries. Findings are presented in terms of network costs, improved interlibrary cooperation, accelerated processing of interlibrary loans, improved patron satisfaction, adequacy of basic collections, and network use. The overall conclusion is that the network is achieving the initial objective of improving the interlibrary loan capabilities of participating libraries. Specific recommendations for improvement are made. Part II consists of a more detailed analysis by the Texas State Library Field Services Division of the data from the transaction sheets which the Division administered and tabulated for Part I of the study. This analysis includes comments on the ten Major Resource Center public libraries and size II libraries, general evaluations, recommendations, and discussion of network costs. An addendum includes data on the relationship of the network with the libraries. (JB)

ED029678

Preliminary Evaluation
Texas State Library
Communication Network
1968

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
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TEXAS STATE LIBRARY

Field Services Division

Mrs. Marie Shultz, Director

Austin, Texas

1969

LI 001528

EVALUATION OF THE FIRST SIX MONTHS OPERATION

OF THE

TEXAS STATE LIBRARY COMMUNICATION NETWORK

Presented in Two Parts

Part I - Peat, Marwick, Mitchell & Co.

Part II - Field Services Division, Texas State Library

FOREWORD

Texas State Library, Field Services Division, administers Title I, III and IVa of the Library Services and Construction Act for Texas under the direction of the Director and Librarian of the Texas State Library, Dr. Dorman H. Winfrey and the Assistant State Librarian, Lee B. Brawner.

Title III, the interlibrary cooperation Title, is conducted in two projects. Project one, the Texas State Library Communication Network, is extended by project two to other types of libraries through special projects.

The following evaluation covers the first six months of operation of the network; a second evaluation will be made of the third six months operation for comparative purposes.

The large task of tabulating and considering over 6,900 transaction sheets was done by the personnel of the Field Services Division. Mendell Morgan, the division's Assistant Director and Sandra Gray, Field Consultant for the Austin Major Resource Center service area, coordinated the project with the able help of Mrs. Jane Rogers, division librarian. Others who spent many hours with the transaction sheets and typing included: Madeline Owens, Nell Walker, Nancy Neal, Delma Hornak, Mary Wakefield, Alice Glover, Becky Sutton, Bob Brent and Steve Calvert.

Mrs. Marie Shultz
Director
Field Services Division
Texas State Library
May 1969

EVALUATION OF THE FIRST SIX MONTHS OPERATION OF THE

TEXAS STATE LIBRARY COMMUNICATION NETWORK

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April 9, 1969

Mrs. Marie Shultz, Director
Field Services Division
Texas State Library
Drawer DD - Capitol Station
Austin, Texas 78711

Dear Mrs. Shultz:

We have completed our engagement to assist the Texas State Library in the evaluation of its Network as initiated under Title III of the Library Services and Construction Act for Fiscal Year 1968. Our findings and recommendations were presented to you and Mr. Mendell Morgan in a meeting on February 21, 1969 and are documented in this report for your further consideration.

OBJECTIVES AND SCOPE

The State Plan for Interlibrary Cooperation under Title III of LSCA provided for:

1. A Library Communication Network to be established by Texas State Library.

2. An evaluation study after a suitable period of operation to determine the degree to which the Network was attaining the goals set forth in Section 4.0 of the State Plan.

The Communication Network became fully operational on July 1, 1968. The specific objective of our engagement was to assist Texas State Library in the evaluation study after six full months of operation.

CONDUCT OF THE STUDY

The following processes constituted the conduct of the study:

1. Operational data were collected by the members of the Texas State Library System from July 1, 1968 through December 31, 1968.

2. Network evaluation criteria were established by reference to goals as set forth in the State Plan and through discussions with Texas State Library personnel. Appropriate literature and background materials were also examined at this time.

3. A questionnaire for determining Network participant reaction was designed and distributed.

4. The types of data summarizations which would quantify or describe the evaluation criteria were determined.

5. Data tabulation and summary were performed by personnel of the Field Services Division of the Texas State Library under the guidance of our staff members.

6. Data summaries were analyzed, findings documented, and recommendations for further action were prepared.

FINDINGS

The detailed findings of the Network evaluation are included in the body of the report. They are presented in terms of the following criteria:

Network Cost
Improved Interlibrary Cooperation
Accelerated Processing of Interlibrary Loans
Improved Patron Satisfaction
Indication of Adequacy of Basic Collections
Characteristics of Network Use

Our overall evaluation is that the Network is achieving the initial objective of improving the interlibrary loan capabilities of participating libraries. The specific strengths and weaknesses of the Network are documented in this report.

RECOMMENDATIONS

Our recommendations should assist participating libraries in realizing the full potential of the Communication Network. These recommendations are grouped in the following categories:

Network Management
Telex Management
Data Collection and Reporting
Future Evaluations

* * * * * * * *

We appreciate the assistance we received from you and your staff. Without exception, our requests for information and assistance were handled quickly and efficiently.

PEAT, MARWICK, MITCHELL & CO.

I - BACKGROUND

Texas State Library, in accordance with the State Plan for Interlibrary Cooperation under Title III of the Library Services and Construction Act, established a library communications network in early 1968. This network became fully operational in July 1968.

THE COMMUNICATION NETWORK

The public libraries of the Texas State Library System are grouped into three broad classifications according to the size of the population served. These classifications are:

Size	Population Served	Number of Libraries
I	200,000 and larger	10
II	25,000 - 199,999	58
III	less than 25,000	286

In addition, the Texas State Library in Austin has a limited, specialized collection available to public library patrons throughout the state.

(a) Purpose of the Network

The purpose of the Communication Network is to provide a communication link between the various libraries in the Texas State Library System, thereby placing the total resources of the libraries in the System at the disposal of Texas public library patrons.

(b) Network Configuration

The basic Network consists of eleven Telex stations, one in each Size I Library and one in the Reference Division of the Texas State Library. Each of these eleven stations provides direct connection to all of the remaining ten stations.

Long distance telephone service supplements the Telex stations and provides direct communications between Size III and Size II libraries and between Size II and Size I libraries.

(c) Network Operation

The network is utilized when information or a title is requested which is not available in a local library collection. The request can then be forwarded to successive libraries in the network until the information or title is located or until all possible sources have been exhausted. The referral procedure is illustrated as follows:

1. The local patron requests a title from a Size III library.

2. If the Size III library cannot locate the title in its collection, it calls the Size II library in that area by telephone (collect, if long distance).

3. If the Size II library cannot locate the title in its collection, the Size I library in that area is called by telephone (collect, if long distance).

4. If the area Size I library cannot locate the title in its collection, the Texas State Library is contacted by Telex.

5. If the Texas State Library cannot locate the title in its collection, the remaining nine Size I libraries are contacted successively by Telex.

If the title or information is found at any point, the search is terminated and the material is sent to the patron. If the title cannot be found, the search is terminated after all Size I libraries and certain other cooperating libraries have been queried. The patron is then notified that the material could not be found.

(d) Network Funding

Funding for Telex and telephone charges is provided under Title III of the Library Services and Construction Act.

II - EVALUATION CRITERIA

The criteria for the Network evaluation were based on goals set forth in Section 4.0 of the State Plan for Interlibrary Cooperation and on discussions with personnel of the Texas State Library. The criteria established are as follows:

Network Cost.
Improved Interlibrary Cooperation.
Accelerated Processing of Interlibrary Loans.
Improved Patron Satisfaction.
Indication of Adequacy of Basic Collections.
Characteristics of Network Use.

III - DATA SUMMARY

In this section we identify the data sources and present data summaries relevant to the six measurement criteria determined for the Network.

DATA SOURCES

Data for the evaluation came from five major sources within the Texas State Library System.

(a) Network Transaction Sheet

The Network Transaction Sheet (Exhibit A) was the primary source of data for the evaluation. One of these sheets was filled out each time the Network was used. Nearly 7,000 Network Transaction Sheets were received and considered for the tabulation. Over 5,000 of the Network Transaction Sheets were used in the analysis.

(b) Evaluation by Network Participants

An evaluation Questionnaire (Exhibit B) was sent to all Size I and Size II libraries as well as to a selected number of Size III libraries. A tabulation of the available Questionnaire responses is shown in Exhibit C.

(c) Personal Interviews

Personal interviews were held with librarians from two MRC libraries, the Texas State Library and one Size III library. Information gathered during these interviews supplemented the responses tabulated in Exhibit C.

(d) Unsolicited Letters

Eighteen unsolicited letters were sent by participating librarians to the Texas State Library. Comments in these letters regarding the effectiveness of the Network are summarized in this report.

(e) Other Data

The Texas State Library furnished summary data on its own Network participation. Cost data for the telephone and Telex operation were also furnished by Texas State Library.

COST

The direct costs of operation for the telephone and Telex in this report include only the costs for equipment usage. They are divided into two groups:

Fixed Direct Costs.
Variable Direct Costs.

(a) Fixes Direct Costs

The Fixes Direct Costs are the monthly rental costs which would be incurred regardless of the amount of equipment usage. These are as follows:

Telex Monthly Rental Charges.
Telephone Monthly Rental Charges.

(b) Variable Direct Costs

The Variable Direct Costs vary with the amount of equipment usage. These are as follows:

Telex Message Costs.
Telephone Toll Charges.

(c) Direct Cost Summary

A direct cost summary for the first six months of operation is shown on page 13. During this period the Total (Fixed and Variable) Direct Cost was $7,666.

(d) Cost Projection

An estimated direct cost per completed transaction can be projected for varying levels of network usage. The curve on page 14 illustrates how the Fixed Direct and Total Direct Costs per transaction decrease with increasing Network usage. This illustration is based upon the costs for the first six months of operation and on the assumption that the ratio of successful transactions to total transactions remains constant.

IMPROVED INTERLIBRARY COOPERATION

The measures of effectiveness of the Network in improving interlibrary cooperation were determined to be:

Increasing Trend in Transaction Volume.
Favorable Participant Reaction.

(a) Transaction Volume

Transaction volumes are summarized for the Texas State Library Reference Division, Size I libraries and Size II libraries in Exhibits D, E and F. The volume data are presented in each illustration on two curves representing an actual and a seasonally adjusted number of transactions.

1. Actual number of transactions. This curve represents the actual number of referrals completed or titles sent by the specified libraries during each of the first six months of Network operation.

2. Adjusted number of transactions. The number of volumes circulated by the libraries in the Texas State Library System appears to vary in a predictable way from month to month throughout the year. This relationship is illustrated in Exhibit G. The seasonal variation was analyzed and a factor was determined which will adjust the actual volume figures to eliminate the effect of the month-to-month variation.

The adjustment factor was calculated by tabulating the library circulation by month for representative libraries throughout the state. The factor for July was taken to be 1.0. Factors for the following months were determined by dividing July circulation by that month's circulation.

(b) Evaulation by Participants

The consensus of questionnaire responses rated the present ability of the Network to foster interlibrary cooperation as "good." The consensus rated the Network's potential on this point as "excellent." (Exhibit C).

(c) Unsolicited Letters

Eight of the eighteen unsolicited letters stated directly or indirectly that

the Network was fostering interlibrary cooperation. The remaining letters did not mention interlibrary cooperation.

ACCELERATED PROCESSING OF INTERLIBRARY LOANS

The data representing the processing time of interlibrary loans are summarized for:

Size I MRC Libraries.
Size II Libraries.
Inter-MRC Referrals Through Texas State Library.

(a) Size I Libraries

An illustration of the cumulative percentage of referrals completed in various time intervals for Size I libraries is shown on page 15. The curve representing the average for all Size I libraries is shown as well as the curves for the two extreme examples of Size I libraries. The consensus of Questionnaire responses indicated three days was a reasonable period within which to complete an interlibrary loan request. In the average Size I library greater than seventy per cent of interlibrary loans were completed in three days or less.

(b) Size II Libraries

The average time for all Size II libraries to complete an interlibrary loan is also shown on the illustration with the Size I libraries.

(c) Inter-MRC Referrals Through Texas State Library

The time to complete a referral from an MRC library to other MRC libraries which passed through the Texas State Library Reference Division prior to completion is shown on page 16. Three representative months are shown reflecting the service level achieved through time. A summary of the time to complete fifty per cent of the referrals is shown below:

Month	Time to Complete 50%
July	3 Days or Less
September	4-1/2 Days or Less
December	10-1/2 Days or Less

IMPROVED PATRON SATISFACTION

The measures of effectiveness applied to Improved Patron Satisfaction were:

Favorable Reaction of Network Participants.
Favorable Unsolicited Comments.
Ration of Referrals to Population Served.

(a) Evaluation by Participants

The consensus of Questionnaire Responses indicated that the Network's present ability to improve patron satisfaction is "good" with "excellent" potential (Exhibit C).

(b) Unsolicited Comments

Seven of eighteen letters mentioned, directly or indirectly, that the patrons were pleased with the service provided by the Network. There were no unfavorable comments on this point.

(c) Ratio of Referrals to Population Served

As an index of customer satisfaction, a ratio of referrals to population served was computed as the annualized number of completed referrals by each Size I library divided by the population served, in thousands. These ratios are shown on page 17. This index is not applicable as a comparison of libraries within the system. However, assuming that the environment in each library remains the same, the index for the next evaluation period for an individual library may be compared to this index as a measure of relative patron satisfaction in the two periods.

INDICATION OF ADEQUACY OF BASIC COLLECTIONS

The adequacy of Basic Collections was not directly measured. However, the data were summarized for Size I libraries to show:

Number of Interlibrary Requests Filled.
Libraries which Filled more than They Requested.
Libraries which Requested more than They Filled.

(a) Number of Interlibrary Requests Filled

The total number of interlibrary loan title requests filled by each Size I library and the Texas State Library is shown on page 18. The libraries are listed (from left to right) in decreasing population size. The broad categories of request are listed vertically.

(b) Libraries which Filled more than They Requested

If a Size I library filled more requests in a category than they themselves listed, the difference is tabulated in Exhibit H.

(c) Libraries which Requested more than They Filled

If a Size I library requested more interlibrary loans in a category than they themselves filled, the difference is tabulated in Exhibit I.

(d) Evaluation by Participants

The consensus of Questionnaire responses reflected the opinion that the Network's current ability to identify collection weaknesses was "good" with "excellent" potential. (Exhibit C).

CHARACTERISTICS OF NETWORK USE

The Network Transaction Sheets (Exhibit A) were used to tabulate characteristics of Network use. The data for the six month period (July 1968 - December 1968 tabulated in Exhibit D.

IV - FINDINGS

The Network's effectiveness, in terms of the six measurement criteria, is summarized as follows:

NETWORK COST

The average Total Direct Cost for a completed referral for the first six months of operation was $1.60. However, sixty-two per cent of this amount was fixed and thirty-eight per cent varied with Network usage.

The Network is obviously structured to handle a significantly larger volume of transactions. Increasing activity from the current level would sharply decrease the amount of fixed cost which must be absorbed by each transaction. (See illustration on page 14.)

For example, if the volume of completed transactions increased to 2,000 per month (two and one-half times the six months average) the Total Direct Cost per completed transaction would be reduced to $.95 from ($1.60). The total additional cost to the Network would be less than $700.

IMPROVED INTERLIBRARY COOPERATION

An increasing number of completed interlibrary loans was assumed to be an indication of increasing interlibrary cooperation.

(a) Size I Libraries

The "adjusted" volume figures (Exhibit E) show a steady increase for the Size I libraries for the first three months of Network operation. A general volume decline is shown for the last three months.

A varying degree of participation among the Size I libraries is shown by the table on page 14. For example, Abilene, the smallest Size I library, filled more interlibrary loan requests than Dallas (the second largest).

(b) Texas State Library (Reference Division)

The "adjusted" volume figures show an upward trend in usage even though the "actual" figures do not reflect this because of seasonal circulation decreases subsequent to July.

ACCELERATED PROCESSING OF INTERLIBRARY LOANS

The time to complete an interlibrary loan request was measured for Size I and Size II libraries as well as for inter-MRC loans through the Texas State Library.

(a) Size I Libraries

The average time required by the Size I libraries to complete interlibrary loan requests varies considerably among the libraries. (See illustration on page 17.) The average time for all Size I libraries was reasonably close to the 3-day time desired by those completing the Questionnaire. Greater than seventy

per cent of the requests were completed within the desired three days.

(b) Size II Libraries

The average response time for Size II libraries was very rapid. (See illustration on page 15.) Ninety per cent of all transactions were completed in three days or less.

(c) Inter-MRC Referrals Through Texas State Library

The average time to complete 50% of the Inter-MRC transactions through the Reference Division of the Texas State Library tripled from July to December (see illustration on page 16) while the volume of referrals remained essentially the same (Exhibit D). In December one-half of the referrals completed took longer than ten days.

IMPROVED PATRON SATISFACTION

Patron satisfaction was evaluated for two groups of patrons:

Patrons Served by the Network.
The General Public.

(a) Patrons Served by the Network

The vast majority of patrons who were served by the Network were favorably impressed. Questionnaire responses and unsolicited comments were favorable.

(b) The General Public

No information is available to define how those served by the Network represent the total population. It is not known, for example, how many new patrons were introduced to the Network during the first six months of operation. It is possible that a major portion of the volume increases was due to the same patrons using the Network more often, and that few new patrons had been gained.

Among the Size I libraries there is a large variation in completed referrals per thousand population served (see illustration on page 17). This index will be more meaningful in future Network evaluations as a benchmark against which progress can be measured.

INDICATIONS OF ADEQUACIES OF BASIC COLLECTIONS

No positive conclusions regarding the adequacies of basic collections can be made from the data gathered during this evaluation. However, Exhibits H and I summarize data which can be useful to the libraries in evaluating their own strengths and weaknesses as an operating unit within the Texas State Library System.

CHARACTERISTICS OF NETWORK USE

The data collected for the first six months of operation show that the Network was being used primarily for information and title requests of a serious nature

as intended. The vast majority of requests were for adult nonfiction titles (Exhibit J).

There was a significant number of referrals by mail (657) rather than by telephone or Telex, indicating inconsistent use of the communication facilities provided by the Network.

V - RECOMMENDATIONS

The following recommendations are presented to improve the realization of the potential of the Communication Network.

NETWORK MANAGEMENT

The next major step to be taken by the Texas State Library should be the formulation of an Operating Plan for the continued use of the Network. The plan should quantitatively define the short and long range objectives to be attained by each of the participating libraries. This plan should contain:

Cost Objectives.
Desired Levels of Participation for each Library.
Desired Time to Complete a Referral.

Once the Operating Plan has been developed an Action Program should be developed. The program should describe the specific steps required to attain the objectives of the Operating Plan. It should contain definitions of:

What Has to be Done.
Who Will Do It.
When It Will Be Begun.
When It Will Be Completed.

Emphasis should be placed in communicating to the participating libraries their part of the Action Program to achieve the planned objectives.

The summary data in this report and the source documents provide an excellent starting point from which the objectives can be developed. The suggestions received from the Questionnaire participants should also be helpful in formulating the plan.

TELEX MANAGEMENT

Control procedures should be established to provide:

Follow-up on Specific Unfilled Requests.
Status Reporting of All Unfilled Requests.

A major complaint of the librarians using the Network is that requests seem to "get lost" after they reach the Texas State Library Reference Division. The control procedures would help to eliminate this potential source of dissatisfaction.

DATA COLLECTION AND REPORTING

The formulation of the Operating Plan and the Action Program would provide additional insight into the specific information required to:

Improve Network Efficiency.
Improve Participating Library Efficiency.

The Network Transaction Sheet should be redesigned and simplified to collect only the information pertinent to the stated objectives. In the form redesign the following should be considered:

Use of Multi-part Forms.
Use of Multi-purpose Forms.
Use of Electronic Data Processing for Tabulation.

The multi-part form would allow the requestor to maintain a suspense file as well as a patron file.

The form could be multi-purpose so that the libraries could use it for the internal data collection requirements of their own libraries as well as for a source document to evaluate the Communications Network.

With objectives clearly defined the use of EDP for processing the source data should prove to be feasible. This should provide accurate, timely and economical data summaries.

The Network Transaction Sheets should be forwarded to the Texas State Library monthly rather than at the end of the six month evaluation period. This would allow for interim auditing and correction of the data.

FUTURE EVALUATIONS

We recommend that evaluations be made at six month intervals to measure progress toward planned objectives. Comparisons with data developed in this report should lend significance to future evaluations.

TEXAS STATE LIBRARY

Communication Network

Direct Cost - July 1968 Through December 1968

Fixed Direct Cost		
Telephone	$ 931	
Telex	3,630	$4,561
Variable Direct Cost		
Telephone	$1,484	
Telex	1,621	$3,105
Total Direct Cost		$7,666
Completed Transactions		
MRC Libraries	3,186	
Texas State Library	810	
Size II Libraries	781	4,777

Total Direct Cost/Completed Transaction

$$\frac{\$7,666}{4,777} = \$1.60$$

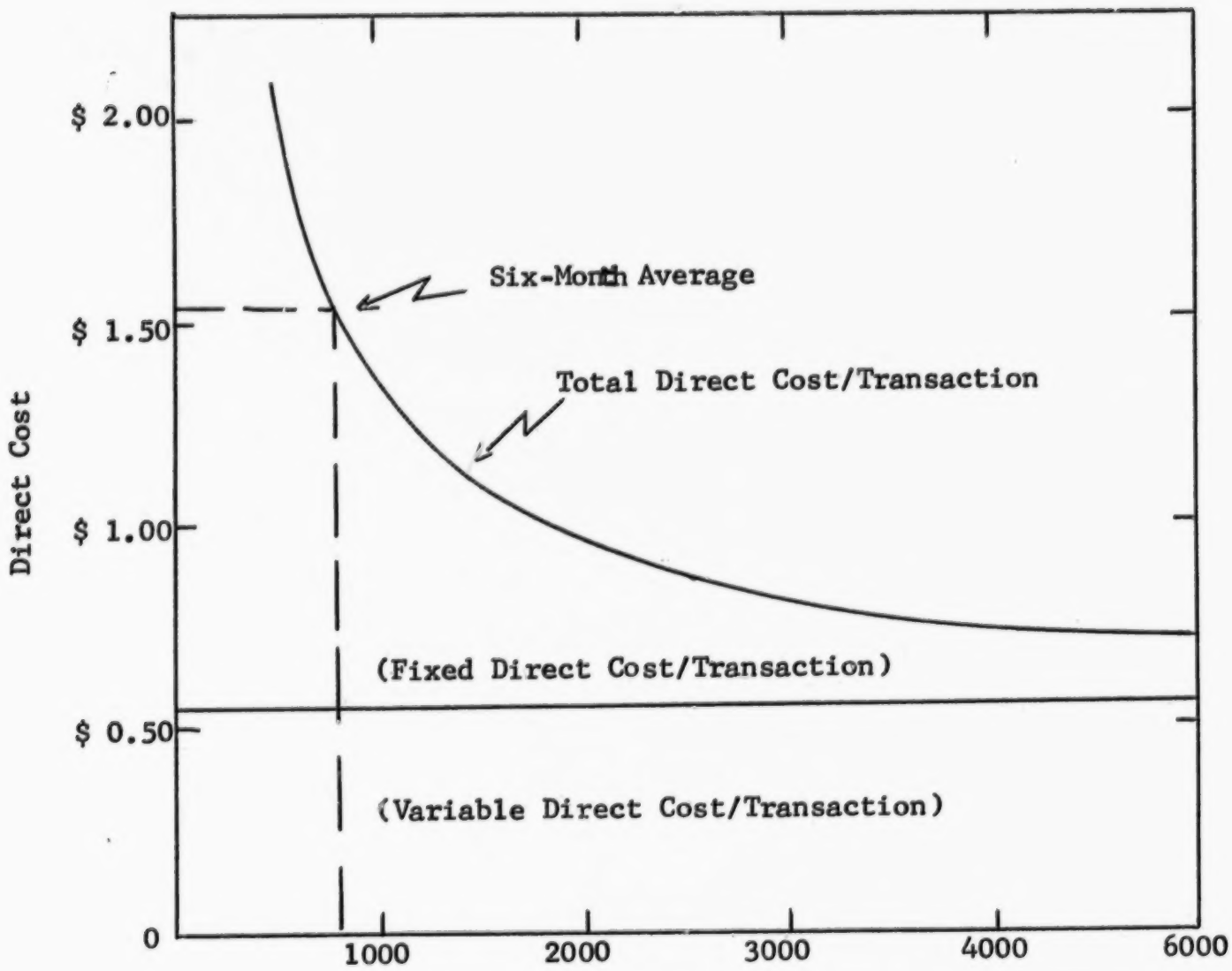
Variable Direct Cost/Completed Transaction

$$\frac{\$3,105}{4,777} = \$ .64$$

Fixed Direct Cost/Completed Transaction

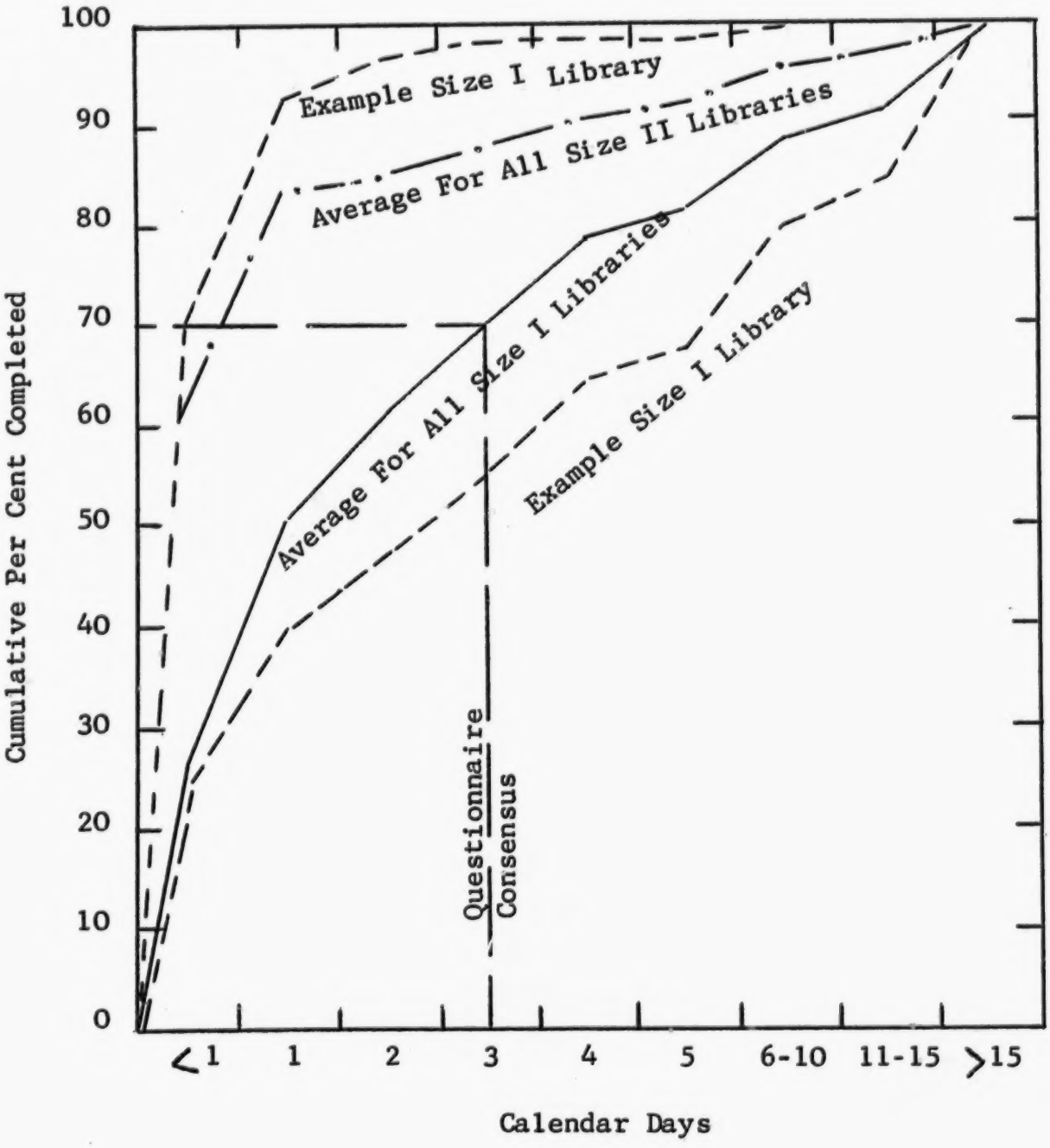
$$\frac{\$4,561}{4,777} = \$ .96$$

Direct Cost/Completed Transaction For Varying Levels of Network Use



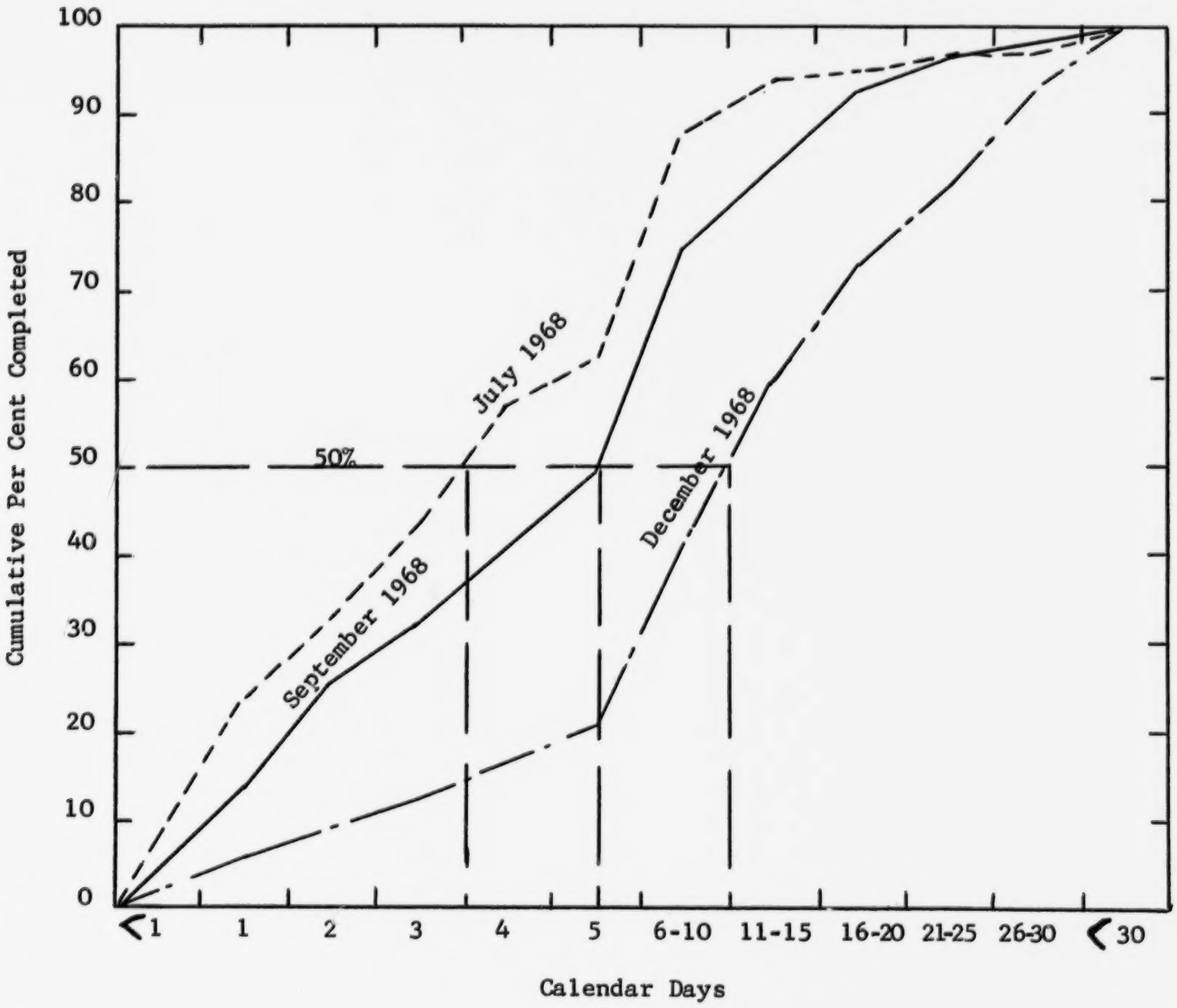
Time To Complete An Interlibrary Loan Request

Size I (MRC) and Size II Libraries



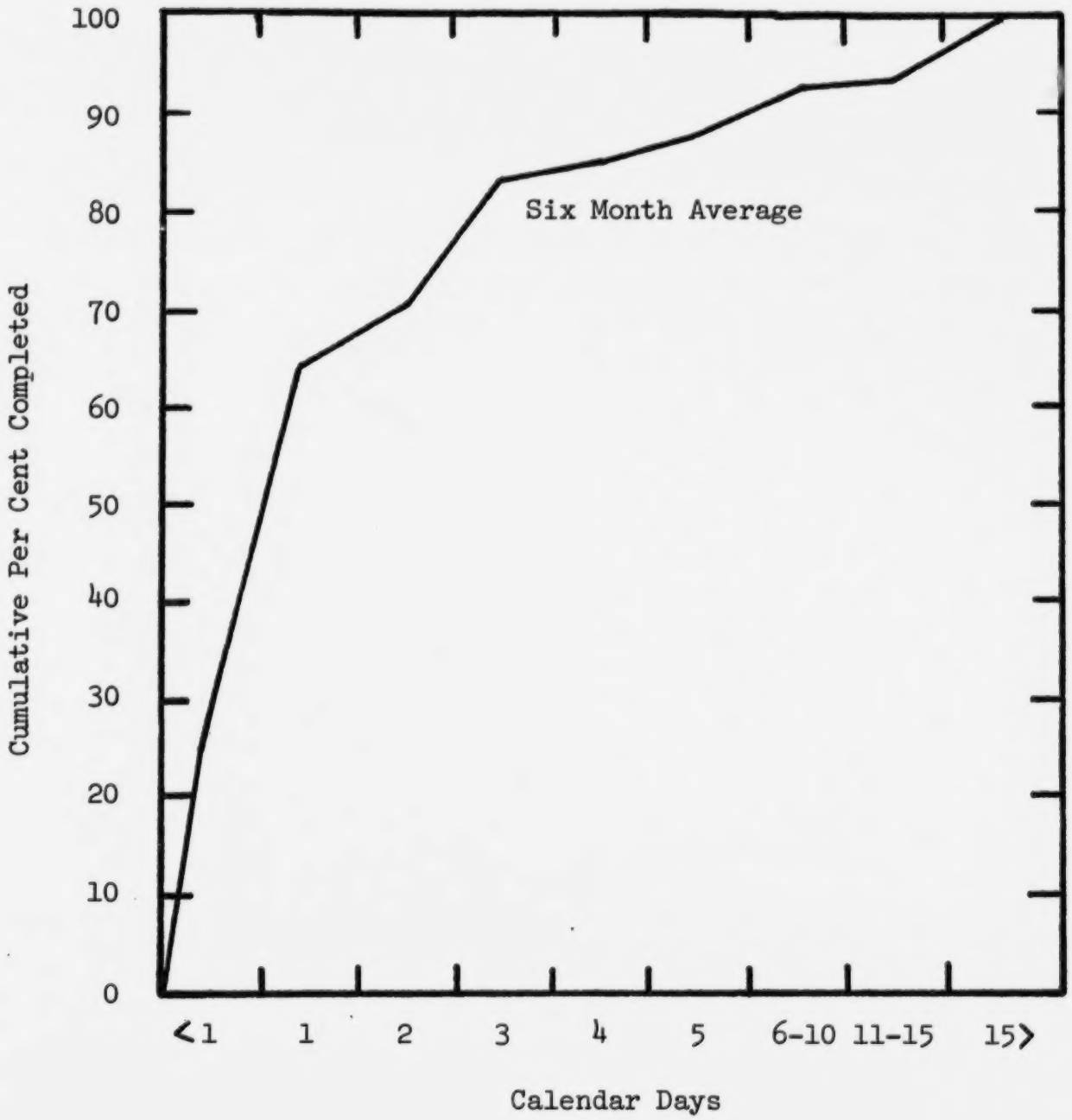
TEXAS STATE LIBRARY

Time To Complete An Inter-MRC Referral Through The Texas State Library Reference Division



TEXAS STATE LIBRARY

Time For Texas State Library Reference Division
To Complete Referral From Its Own Collection



TEXAS STATE LIBRARY

Referrals Filled (Annualized) per 1,000 Population

Size I Library	Referrals/1,000 Population
San Antonio	1.98
Amarillo	1.14
Corpus Christi	1.12
Abilene	.86
El Paso	.74
Austin	.64
Fort Worth	.52
Houston	.48
Dallas	.22
Lubbock	.20

TEXAS STATE LIBRARY

Interlibrary Title Requests Filled By TSL & Size I Libraries

Six Months (July 1968 - December 1968)

	HOU	DAL	FTW	SAN	ELP	AUS	CC	AMA	LUB	ABI	TSL
000	18	5	3	15	5	9	5	12	1	4	55
100	36	15	22	49	3	7	23	8	3	9	43
200	18	6	12	26	3	8	24	5	2	7	12
300	86	44	34	190	51	52	122	22	11	52	117
400	14	3	5	20	2	1	3	1		3	9
500	34	8	15	72	22	9	20	11	7	11	23
600	134	30	70	173	23	43	108	31	11	34	120
700	69	31	33	134	38	22	43	8	2	17	69
800	82	9	16	87	48	21	46	13	7	17	32
900 Except Texana	62	15	29	184	21	12	57	36	11	13	77
Texana	12	2	9	20	8	13	6	6	2	8	47
Genealogy			12	1	2		2				24
Fiction	44	13	32	93	29	19	95	39	5	21	1
Biog.	33	15	21	71	26	7	26	24	5	15	30
Gov. Doc.	9	1	7	1			1	2			100
Total	651	197	320	1,136	281	223	581	218	67	211	759

TEXAS STATE LIBRARY COMMUNICATION NETWORK TRANSACTION SHEET

Exhibit A

IDENTIFICATION

1. Date: 2. Time: 3. Name of Referral Library:

4. Name of original requesting library:

5. Request received by ( ) telephone ( ) TELEX ( ) Mail ( ) in person

6. Patron's Status: 1. ( ) General interest/miscellany 2. ( ) clubwoman
3. ( ) businessman 4. ( ) professional 5. ( ) H.S. student 6. ( ) college student
7. ( ) graduate student 8. ( ) genealogist 9. ( ) not given

REQUEST FOR SPECIFIC TITLE

1. Author (or periodical title, vol. & date)

2. Title (with author & pages for periodical article) inc. ed., pub. (name,place,date)

3. Source of information:
4. Verified: In:
Tried in:

5. Call No. _____

Acc. or copy No. _____

6. Not needed after _____
(date)

7. Substitute acceptable _____ Substitute supplied _____ Call No. _____

Author:
Title:

Acc. or copy No. _____

- -

1. Date Sent:

2. Date Due:

3. Renewed till:

4. Date Returned:

5. ( ) Not owned
( ) Non-circulating
( ) In use
( ) Hold placed: _____
(date)
( ) On order

6. Referred _____ To: _____

REQUEST OTHER THAN FOR SPECIFIC TITLE

1. Message other than request for specific title: (includes subject requests or reference questions)

2. Number of books sent_____ (For Titles, etc. see individual transaction cards)

3. Number of Vertical File pieces sent_____ Date Due:_____

4. Number of Xerox items sent_____

5. Government Documents (number sent)_____

6. Charges $_____

7. Other materials:

Exhibit B

RATE THE COMMUNICATION NETWORK ON ITS PRESENT ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	☐	☐	☐	☐	☐
Foster Interlibrary Cooperation	☐	☐	☐	☐	☐
Speed Up Interlibrary Loans	☐	☐	☐	☐	☐
Improve Customer Satisfaction	☐	☐	☐	☐	☐
Assist in Identifying Strengths of Collection	☐	☐	☐	☐	☐
Assist in Identifying Weaknesses of Collection	☐	☐	☐	☐	☐
Encourage Improvement of Local Library Resources	☐	☐	☐	☐	☐
RATE THE PRESENT OVERALL EFFECTIVENESS OF THE NETWORK	☐	☐	☐	☐	☐

RATE THE COMMUNICATION NETWORK ON IT'S POTENTIAL ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	☐	☐	☐	☐	☐
Foster Interlibrary Cooperation	☐	☐	☐	☐	☐
Speed Up Interlibrary Loans	☐	☐	☐	☐	☐
Improve Customer Satisfaction	☐	☐	☐	☐	☐
Assist in Identifying Strengths of Collection	☐	☐	☐	☐	☐
Assist in Identifying Weaknesses of Collection	☐	☐	☐	☐	☐
Encourage Improvement of Local Library Resources	☐	☐	☐	☐	☐
RATE THE POTENTIAL OVERALL EFFECTIVENESS OF THE NETWORK	☐	☐	☐	☐	☐

HAVE YOU ENCOURAGED NETWORK USAGE BY PATRONS?

Strongly	Moderately	Weakly	Not at all
☐	☐	☐	☐

HAVE YOU ENCOURAGED NETWORK USAGE BY OTHER LIBRARIES?

Strongly	Moderately	Weakly	Not at all
☐	☐	☐	☐

WHAT IS A REALISTIC GOAL WHICH SHOULD BE ACHIEVED BY THE END OF CALENDAR YEAR 1969, FOR THE AVERAGE TIME FROM REQUEST TO LOCATION OF MATERIAL?

1 Hour	1/2 Day	1 Day	2 Days	3 Days	4 Days	>4 Days
☐	☐	☐	☐	☐	☐	☐

If you have any further comments, suggestions, criticisms or ideas to make the Network more effective that have not been covered on the questionnaire, please feel free to write your ideas on a separate piece of paper if space below is not sufficient.

[The following questions were asked on a separate sheet (page 3 of the questionnaire).]

What are your specific suggestions for improving network performance in:

Inter-library cooperation?

Speed of inter-library loans?

Cost of inter-library loans?

Customer satisfaction?

How do you control invalid requests (juvenile, inexpensive paper-backs, etc.)?

Exhibit C

TEXAS STATE LIBRARY COMMUNICATION NETWORK

Number of Responses by Rating Category

Size I Libraries

RATE THE COMMUNICATION NETWORK ON ITS PRESENT ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	3	4	2		
Foster Interlibrary Cooperation	5	4			
Speed Up Interlibrary Loans	2	3	4		
Improve Customer Satisfaction	3	3	3		
Assist in Identifying Strengths of Collection	2	3	3		1
Assist in Identifying Weaknesses of Collection	2	4	1		
Encourage Improvement of Local Library Resources	1	4	2		
RATE THE PRESENT OVERALL EFFECTIVENESS OF THE NETWORK	2	4	3		

RATE THE COMMUNICATION NETWORK ON IT'S POTENTIAL ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	9				
Foster Interlibrary Cooperation	9				
Speed Up Interlibrary Loans	7	2			
Improve Customer Satisfaction	9				
Assist in Identifying Strengths of Collection	4	4		1	
Assist in Identifying Weaknesses of Collection	4	4		1	
Encourage Improvement of Local Library Resources	4	3	1		
RATE THE POTENTIAL OVERALL EFFECTIVENESS OF THE NETWORK	8	1			

TEXAS STATE LIBRARY COMMUNICATION NETWORK

Number of Responses by Rating Category

Size I Libraries

HAVE YOU ENCOURAGED NETWORK USAGE BY PATRONS?

Strongly	Moderately	Weakly	Not at All
2	5	2	

HAVE YOU ENCOURAGED NETWORK USAGE BY OTHER LIBRARIES?

Strongly	Moderately	Weakly	Not at All
4	5		

WHAT IS A REALISTIC GOAL WHICH SHOULD BE ACHIEVED BY THE END OF CALENDAR YEAR 1969, FOR THE AVERAGE TIME FROM REQUEST TO LOCATION OF MATERIAL?

1 Hour	1/2 Day	1 Day	2 Days	3 Days	4 Days	> 4 Days
	1	2	3	2		

TEXAS STATE LIBRARY COMMUNICATION NETWORK

Number of Responses by Rating Category

Size II Libraries

RATE THE COMMUNICATION NETWORK ON ITS PRESENT ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	9	13	5		1
Foster Interlibrary Cooperation	8	13	6		
Speed up Interlibrary Loans	10	5	11	1	
Improve Customer Satisfaction	10	9	8		
Assist in Identifying Strengths of Collection	6	12	8	1	
Assist in Identifying Weaknesses of Collection	6	12	8	1	
Encourage Improvement of Local Library Resources	5	11	9	2	
RATE THE PRESENT OVERALL EFFECTIVENESS OF THE NETWORK	3	17	6		

RATE THE COMMUNICATION NETWORK ON IT'S POTENTIAL ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	21	5	1		
Foster Interlibrary Cooperation	22	4	1		
Speed Up Interlibrary Loans	19	7	1		
Improve Customer Satisfaction	21	5	1		
Assist in Identifying Strengths of Collection	18	7	2		
Assist in Identifying Weaknesses of Collection	17	8	2		
Encourage Improvement of Local Library Resources	16	6	4	1	
RATE THE POTENTIAL OVERALL EFFECTIVENESS OF THE NETWORK	22	4	1		

TEXAS STATE LIBRARY COMMUNICATION NETWORK

Number of Responses by Rating Category

Size II Libraries

HAVE YOU ENCOURAGED NETWORK USAGE BY PATRONS?

Strongly	Moderately	Weakly	Not at all
20	8		

HAVE YOU ENCOURAGED NETWORK USAGE BY OTHER LIBRARIES?

Strongly	Moderately	Weakly	Not at all
15	13		

WHAT IS A REALISTIC GOAL WHICH SHOULD BE ACHIEVED BY THE END OF CALENDAR YEAR 1969, FOR THE AVERAGE TIME FROM REQUEST TO LOCATION OF MATERIAL?

1 Hour	1/2 Day	1 Day	2 Days	3 Days	4 Days	> 4 Days
1	2	7	9	5	3	

TEXAS STATE LIBRARY COMMUNICATION NETWORK

Number of Responses by Rating Category

Size III Libraries

RATE THE COMMUNICATION NETWORK ON ITS PRESENT ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	3	5	3		
Foster Interlibrary Cooperation	4	3	3		
Speed Up Interlibrary Loans	2	3	1	3	
Improve Customer Satisfaction	5	3	2	1	
Assist in Identifying Strengths of Collection	3	6	1		
Assist in Identifying Weaknesses of Collection	4	4	2		
Encourage Improvement of Local Library Resources	4	5	1		
RATE THE PRESENT OVERALL EFFECTIVENESS OF THE NETWORK	2	6	2		

RATE THE COMMUNICATION NETWORK ON IT'S POTENTIAL ABILITY TO:

	Excellent	Good	Fair	Poor	Nil
Encourage Interlibrary Loans	6	4			
Foster Interlibrary Cooperation	6	4			
Speed Up Interlibrary Loans	5	4			
Improve Customer Satisfaction	6	3	1		
Assist in Identifying Strengths of Collection	6	4			
Assist in Identifying Weaknesses of Collection	5	4			
Encourage Improvement of Local Library Resources	6	4			
RATE THE POTENTIAL OVERALL EFFECTIVENESS OF THE NETWORK	5	5			

TEXAS STATE LIBRARY COMMUNICATION NETWORK

Number of Responses by Rating Category

Size III Libraries

HAVE YOU ENCOURAGED NETWORK USAGE BY PATRONS?

Strongly	Moderately	Weakly	Not at All
6	5		

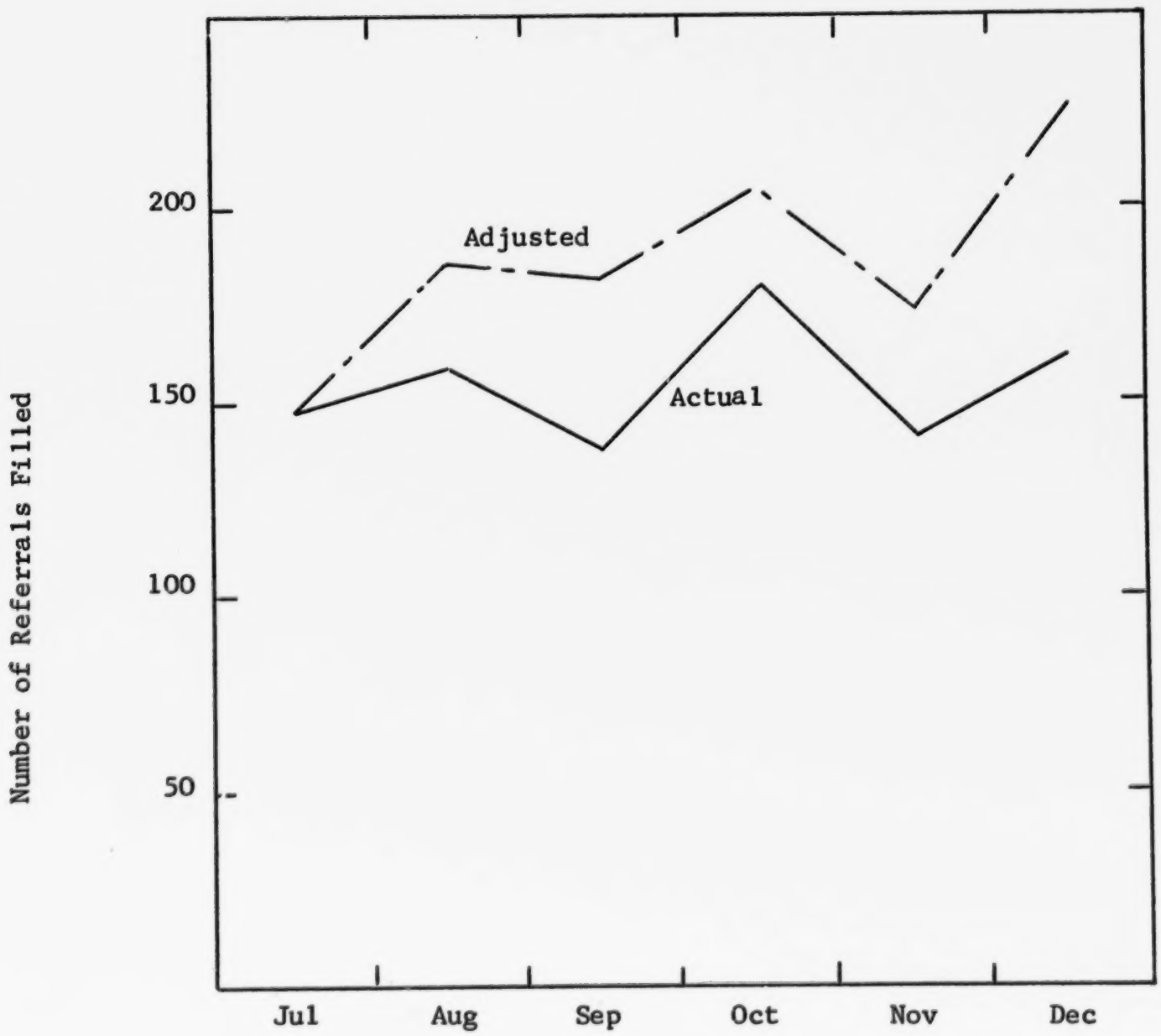
HAVE YOU ENCOURAGED NETWORK USAGE BY OTHER LIBRARIES?

Strongly	Moderately	Weakly	Not at All
3	3		5

WHAT IS A REALISTIC GOAL WHICH SHOULD BE ACHIEVED BY THE END OF CALENDAR YEAR 1969, FOR THE AVERAGE TIME FROM REQUEST TO LOCATION OF MATERIAL?

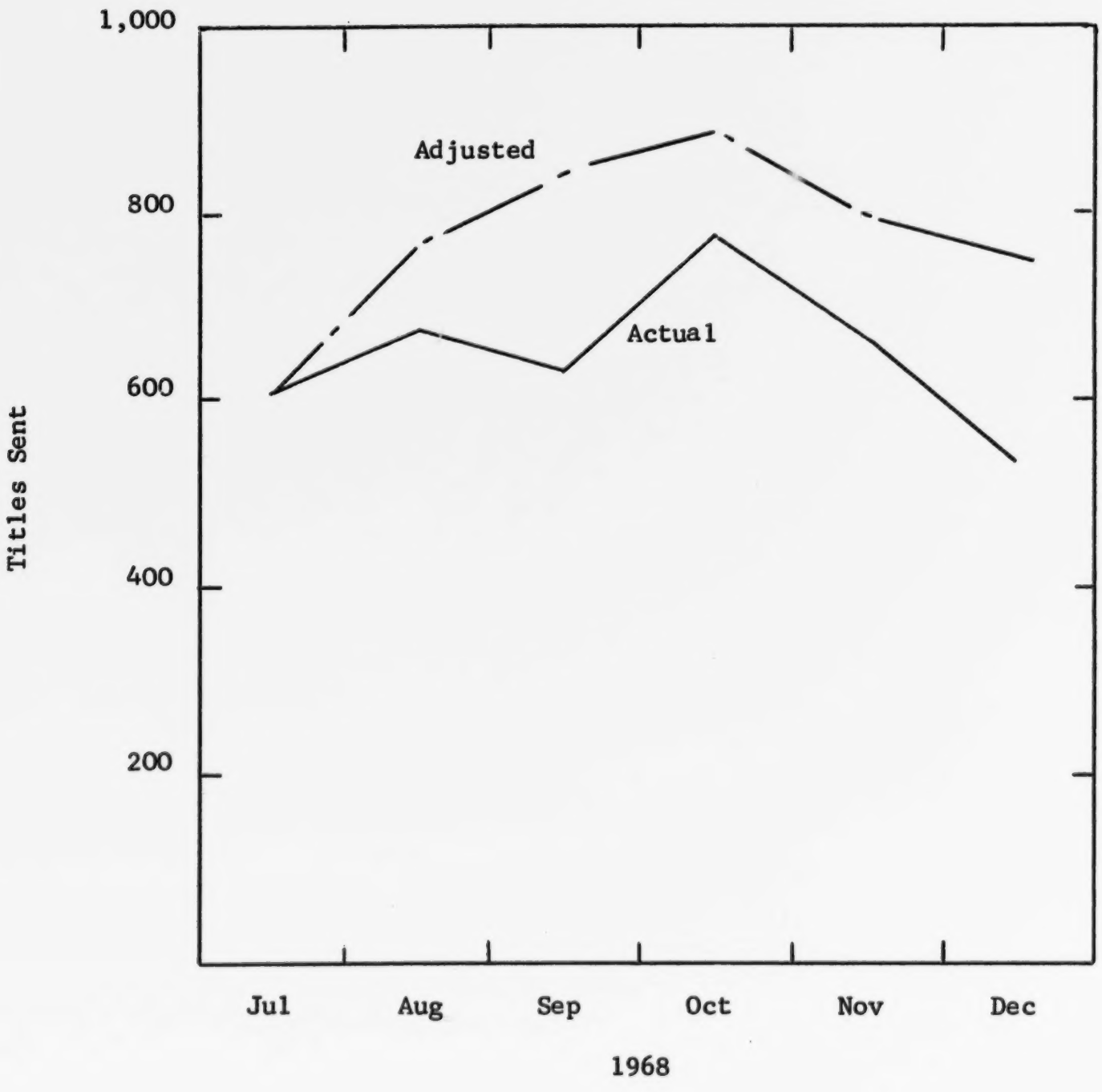
1 Hour	1/2 Day	1 Day	2 Days	3 Days	4 Days	> 4 Days
	2	2	4	3		

Number Of Referrals By The Texas State Library Reference Division Filled By Size I (MRC) Libraries



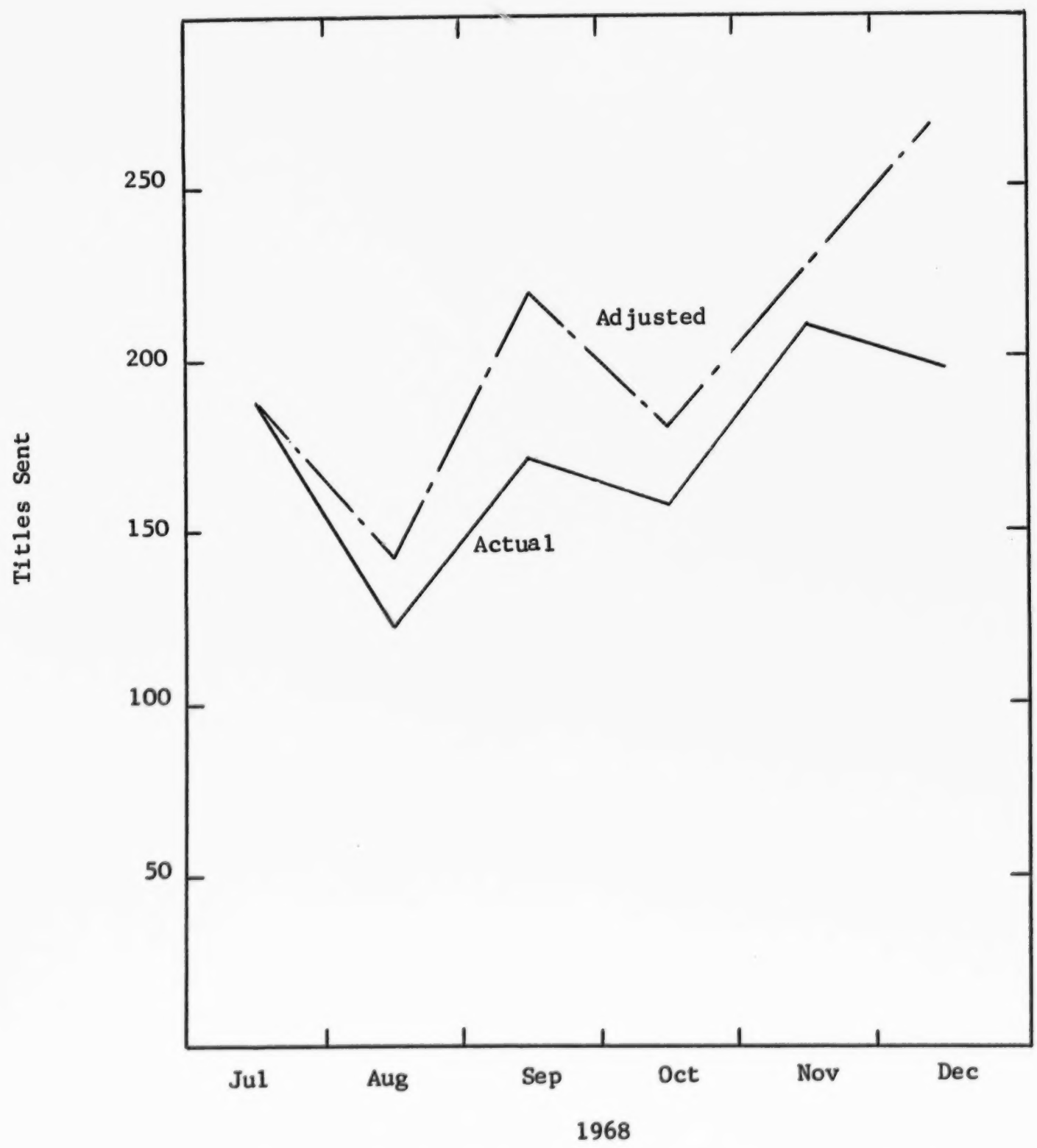
Note: Adjusted Quantities Based Upon Library Circulation Figures Available At Time Report Was Prepared

Titles Sent By Size I (MRC) Libraries



Note: Adjusted Quantities Based Upon Library Circulation Figures Available At Time Report Was Prepared

Titles Sent By Size II Libraries



Note: Adjusted Quantities Based Upon Library Circulation Figures Available At Time Report Was Prepared

Exhibit G

Major Resource Center Circulation

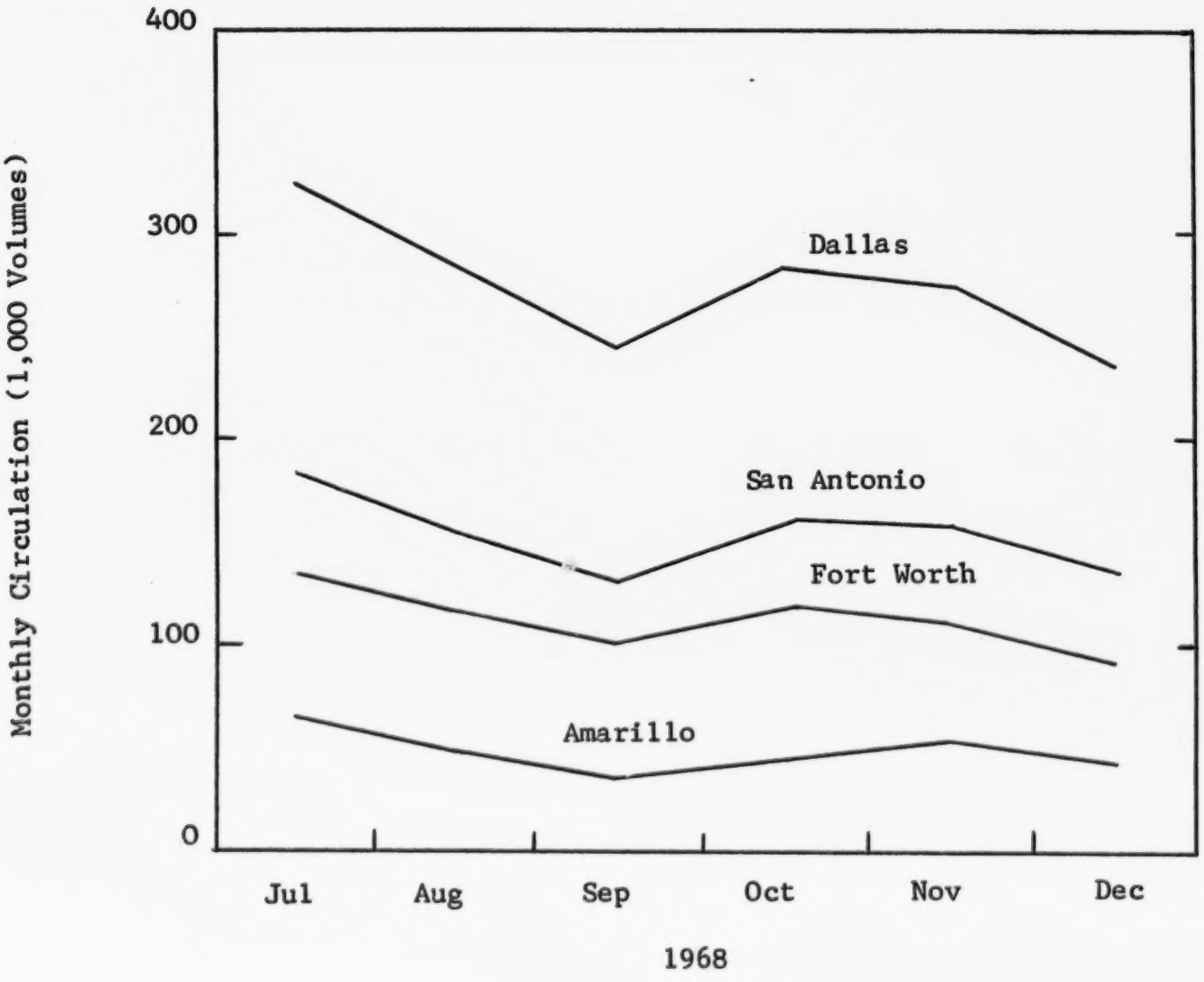


Exhibit H

Size I Libraries Which Filled More Interlibrary Title Requests by Category Than They Requested

(Six Months - July 1968 - December 1968)

Size I Libraries

REQUEST CATEGORY (DEWEY CLASSIFICATION)	HOU	DAL	FTW	SAN	ELP	AUS	CC	AMA	LUB	ABI
000		4								2
100	18	8	14							3
200		3	9	2	2			1		6
300		16	17	14						28
400	10	2	4					1		3
500	8	4	11	4	2					2
600	10		34	14						12
700	5	18	11	4	4					3
800	6	6	4	16	4					4
900) Except) Texana)	4	3	17	16						3
Texana			7			2				
Genealogy			9		1					
Fiction		6	15	11	9					17
Biog.	4	7	5	1	6					5
Gov. Doc.	4		1							
Total	69	77	158	82	28	2		2		88

Exhibit I

Size I Libraries Which Requested More Titles by Category Than They Filled

(Six Months - July 1968 - December 1968)

Size I Libraries

REQUEST CATEGORY (DEWEY CLASSIFICATION)	HOU	DAL	FTW	SAN	ELP	AUS	CC	AMA	LUB	ABI
000	1		1			1			3	
100				3	2	4	24	1	9	
200						4	7		12	
300						6	18	8	43	
400				2			10		8	
500						5	18	3	5	
600					2	6	33	6	23	
700						7	20	1	17	
800						1	19	2	18	
900) Except) Texana)					1	3	21	1	17	
Texana		1		1			1		5	1
Genealogy				2			7		1	
Fiction	6					5	25	2	20	
Biog.						6	1	5	16	
Gov. Doc.						2	1		2	
Total	7	1	1	8	5	50	205	29	199	1

Exhibit J

Network Use Statistics

(July 1968 - December 1968)

	Library Size I	Library Size II
Number of Reference Questions Answered	116	21
Number of Titles Sent	3,888	1,050
Method of Request		
Telephone	1,685	496
Telex	798	
Mail	542	115
In Person	161	165
Patron Status		
General Interest	973	321
Club Member	104	32
Businessman	183	31
Professional	421	76
High School Student	179	115
College Student	235	59
Graduate Student	48	1
Genealogist	17	2
Unknown	1,026	144
General Request Category		
Adult Nonfiction	2,585	595
Adult Fiction	291	99
Young Adult and Juvenile	8	12
Inexpensive Paperback	8	12
Unknown	166	33

Part II

Introduction

A number of general conclusions were reached from the handling, observation and study of over 6,900 transaction sheets sent to the Texas State Library Field Services Division for tabulating. Also, Field Services personnel have had the opportunity in traveling around the state to meet and talk with public library personnel involved in the operation of the network. These revelations may contribute to a more detailed understanding of the network operation beyond the preceding general treatment of the transaction sheet tabulations by Peat, Marwick, Mitchell & Co. The Field Services Division personnel handled the transaction sheets and made the tabulations in order for the Peat, Marwick, Mitchell & Co. personnel to make the preceding evaluation (Part I). In tabulating this material and looking over the volume of sheets as a whole Field Services Division offers the following general comments and further calculations for the reader interested in more information about the transaction sheets generated by the first six months of operation of a statewide public library network.

The network began as the first project to be implemented under the then new Title III of the Library Services and Construction Act. An Advisory Council appointed to assist the State Library in designing a program for the use of these funds commissioned Management Research International to make a survey which was completed in September of 1967. The survey concluded that establishment of a communication network with a Telex system connecting the ten MRCs and the Texas State Library would be a feasible system.*

During the early months of 1968 arrangements were being made to establish the system. July 1, 1968 is considered to be the beginning of full operation of the network. Previous to that date not all Telex stations were installed or telephone credit cards placed at all Size II public libraries.

In the following consideration of network transaction sheets by Major Resource Center and Size II libraries, the Major Resource Center public libraries are referred to as MRCs and the Area public libraries as Size II (See map page 44).

During the period over which the current study was made (July 1, 1968 through December 31, 1968) 70.6% (250) of the 354 public libraries in Texas used the service. Of this number 36 libraries used it only once, 117 between two and ten times. Eleven libraries used the network over 100 times. Lubbock placed the largest number of requests (253) on the network during this six month period. Libraries using the network over 100 times were Baytown (127), Bryan (113), Corpus Christi (145), Crystal City (195), Fort Stockton (115), Friona (112), Lubbock (253), Pasadena (140), Seguin (131), Aransas Pass (147), and McAllen (107).

*Texas State Library Communication Network Study Management Research International Inc. 1967. 40pp. Copy can be borrowed on interlibrary loan from Professional Librarianship Collection, Field Services Division, Texas State Library.

The volume of use of the system by individual libraries varied widely. More than a fourth of the public libraries in the state did not make use of the communication network during the first six months of its operation. Frequency of use by the 354 public libraries during this six month period is indicated below. It should be noted, however, that in the months following the evaluation period it is obvious that use of the network has increased and that a larger number of public libraries are making use of the service.

Number of times used 7/68 - 12/68	% of the 354 public libraries using the network at this level
100 (or more)	3.1%
50-99	4.5%
25-49	8.5%
10-24	13.0%
5-9	13.6%
1-4	27.9%
0	29.4%

Comments on Transaction Sheets of MRC Libraries

Abilene

Abilene sent 211 books covering 9 subject requests as well as direct title requests; 4 Xerox items were sent. Other MRCs filled 14 requests for Abilene, 3 were filled by Texas State Library and 8 were filled by libraries outside the network. Abilene filled 41 requests from other MRCs and 3 for military libraries. All transaction sheets were excellent and complete in every detail. Same day service was given on 70% of all requests. Only 1% required more than 3 days.

Amarillo

Amarillo sent 202 books, including 47 subject requests. Several state and federal documents were sent and 44 Xerox copies were supplied. Bibliographies were compiled in several subject areas. Other MRCs filled 22 requests by Amarillo patrons, 14 were filled by Texas State Library and 9 were filled by libraries outside the network. Amarillo filled requests for 6 other MRCs, 1 school, 5 colleges and 1 industrial library. Two-color typing on the transaction sheets, which were completely filled out, assisted in data interpretation. Same day service was given on 42% of the requests; only 11% required more than 3 days.

Austin

Austin sent 213 books and 16 pieces of vertical file material. One subject request and 2 reference questions were answered. The fact that few subject requests were received may be accounted for by the fact that Austin Public Library publishes a book catalog which is distributed to every library in its area so the local librarian has access to all subject listings. No Xeroxes were sent and there is no evidence of in-depth searching. Other MRCs filled 19 requests from Austin, 16 were filled by Texas State Library and 1 by a library outside the network. Austin filled 6 requests for other MRCs. Most of Austin Public Library's requests were recorded on standard ALA Interlibrary Loan forms rather than Texas State Library Communication Network Transaction Sheet (this may affect the recording of reference questions) so many of the criteria used for evaluation were not comparable. Less than 50% of the requests were filled in 3 days.

Corpus Christi

Corpus Christi sent 532 books including answers to 86 subject requests and 44 reference questions. Other MRCs filled 50 requests by Corpus Christi, 55 were filled by Texas State Library and 40 by libraries outside the network. Corpus Christi filled 38 requests for other MRCs. While the transaction sheets were adequate in general, the dates were frequently incomplete, possibly influencing the figures on the time to fill requests. One day service was given on 49%; 75% were filled within 3 days.

Dallas

Dallas sent 196 books and answered 12 reference questions. No subject requests were reported. Other MRCs filled 13 Dallas requests, 10 were filled by Texas State Library and 6 by libraries outside the network. Dallas filled 43 requests for other MRCs and 41 requests for libraries outside the network (7 industrial research libraries, 8 colleges and universities, 2 military libraries and 1 out-of-state public library). Transaction sheets were good. One day service was given on 63% of all requests; 71% were filled in 3 days.

El Paso

El Paso sent 309 books, 17 pieces of vertical file material, 22 Xerox items and 2 microfilm rolls, answered 1 reference question and 48 subject requests. Many of these subjects seemed more involved than average; usually 2 or more books were sent on each subject. Other MRCs filled 10 El Paso requests, 6 were filled by Texas State Library and 10 were filled by libraries outside the network. El Paso filled 59 requests for other MRCs, 18 for libraries outside the network. As El Paso used two local transaction sheets as well as the Texas State Library Communication Network Transaction Sheet and the ALA form, much of the information given was not comparable. One day service was given on 68% of the requests; 86% were filled in 3 days.

Fort Worth

Fort Worth sent 305 books and 146 pages of Xerox; 28 subject requests and 3 reference questions were answered. Included were many books usually considered

non-circulating but which were sent by insured mail with the proviso that the patron use the material in the borrowing library. Requests originating in the Fort Worth area which were not in the Fort Worth Public Library were generally sent to Texas Christian University before being put on the network; 87 requests were filled in this manner. Other MRCs filled 11 Fort Worth requests, 6 were filled by Texas State Library and 4 by libraries outside the network. Fort Worth sent 61 books to other MRCs and 9 requests were filled for libraries outside the network. Transaction sheets were very good; while handwritten, the writing was quite legible. A separate sheet was used for each title, even though multiple titles were generated by the same request. One day service was given on 46% of the requests; 69% were filled within 3 days.

Houston

Houston sent 643 books, 3 periodicals, several government documents, 1 musical score and 38 Xerox items (which were made only at the specific request of the patron). These included 65 subject requests and 32 reference questions. Analysis showed extensive searching on business requests. Other MRCs filled 19 requests by Houston, 3 were filled by Texas State Library and 21 by libraries outside the network. Houston filled 157 requests for other MRCs and 28 for other libraries in the area which are not part of the network. The University of Houston filled many requests from area libraries which were not available at Houston Public Library. Three day service was given on 69% of the requests. The transaction sheets were handwritten and interpretation of data was often difficult. Frequent omission of date received may have caused inadequate turn-around time information.

Lubbock

Lubbock sent 67 books including 5 subject requests. Other MRCs and the Texas State Library filled 226 requests for Lubbock; 27 were filled by libraries outside the network. No requests were filled by Lubbock for other MRCs. As most of the dates were not completed on the transaction sheets, analysis of time required to fill requests was not possible.

San Antonio

San Antonio sent 1,154 books, 16 pamphlets, 1 other piece of vertical file material, 1 bibliography, 11 Xerox pages and 2 letters in answer to requests which included 201 subject requests covering a wide range of information. Only 2 local requests were sent through the network; 1 was filled by Texas State Library and the other by a library outside the network. (San Antonio Public Library charges its patrons 75¢ for this service which may have been an effective barrier to greater usage.) San Antonio filled 31 requests for other MRCs and 2 for military libraries. The transaction sheets were excellent and complete, which is especially noteworthy in view of the tremendous volume. Same day service was given on 25% of the requests; 56% were filled in no more than 3 days.

Comments on Transaction Sheets of Size II Libraries

The titles and information handled at the Size II level indicate the value of the system in extending the resources of the smallest libraries, covering as they do a wide range of practical information and current events. Too many Size II libraries operated merely as referral points to the MRCs. The question is, does this indicate poor collections or poor use of the resources available? The biggest obstacles seem to be lack of understanding of the aims of the network and of the use of the transaction sheet. When many libraries were individually queried, the verbal report was that the transaction sheets were not used for certain categories of requests, or similar exclusions. Still other libraries mis-used the sheets making tabulation impossible. (A series of workshops to be held this fall will cover these and other report forms used in libraries in Texas.) Most Size II libraries were prompt in handling the requests, whether in filling or referring them to the Size I (MRC) library. The transaction sheets from the Size IIs were either very good or practically unusable, with no middle area.

General Evaluations

The study of the transaction sheets has disclosed that the majority of requests on the network have been for adult non-fiction and that several MRCs and Size II libraries have been giving in-depth service to the requests placed. It has been noticed that most MRCs have tended to relax rules and regulations to give the best possible service to requests. However, rules for the use of the service seem to vary between MRCs which has caused some confusion in the use of the network.

In talking with personnel in the libraries participating in the network, two complaints most frequently voiced were dissatisfaction with turn-around time for requests and the lack of a status report on requests sent to the Texas State Library. Turn-around time is the term used to describe the amount of time between making a request and getting an answer. One of these problems has been relieved by a new policy of sending a post card describing the action being taken on each request received by the State Library. (See page 45 .)

Contrary to expectation, turn-around time for requests increased rather than decreased during the first six months of operation for those requests which were referred from Texas State Library to the MRCs. Libraries using the network on a regular basis have reported satisfaction with the service as a whole but report dissatisfaction with the turn-around time.

Turn-around time for requests sent to the Texas State Library could be shortened by several recommended improvements. Completeness and correctness of requests to the Texas State Library could help speed filling of the request. Most frequent lack of information on requests sent to Texas State Library has been incomplete or incorrect verification and identification of the patron's status.

The interlibrary loan staff at Texas State Library indicates that having this information would speed requests. However, they point out that time to complete a request is only as fast as the slowest MRC queried. If a request cannot be filled at Texas State Library and the MRCs are queried, the time lapse is extreme in many cases. This time period is dependent on several factors which include the philosophy of service at the particular MRC. The MRC assigns the priority given to network requests within the daily framework of tasks to be performed by the reference staff. Planning this service as a high priority in one MRC allows answers to Texas State Library requests to be returned the same day. Another MRC which has assigned a low priority to network service has been recorded in one instance at six weeks to return an answer to a Texas State Library list of requests.

When a majority of requests received at Texas State Library are in complete form and verified the Texas State Library staff will discontinue the current practice of re-verification of all requests. Experience to date has indicated such a high rate of inaccuracy that it is currently the practice to re-verify all data.

Quality, quantity and speed of the workload successfully handled by the Texas State Library interlibrary loan staff could probably be increased by additional clerical help and less clerical personnel turn-over. For example, four Telex operators have been used during the first year of operation of the network.

The clearness and fullness of information on transaction sheets has varied immensely from library to library, has created uncertainties about the reliability of the data and may have affected the efficiency of filling a percentage of the total requests. However, though it cannot always be supported by transaction sheet data, it seems that more success has been achieved in supplying patrons needs since the inception of the network.

Weeding of the requests as they are routed upward on the network requires the judgement of a trained and informed reference librarian. Some requests which died before being passed on to higher levels of the network were later identified as available at some station on the network. Some requests which were outside the limits outlined in the policy manual* as suitable for network interlibrary loan were nevertheless passed upward in the network.

In communities giving considerable publicity to the network, it is reported that there has been noticeable patron interest and use of the service. Provision of the communication network has stimulated interlibrary loan and greater use has been made of the cooperation offered by member libraries. While the network has not necessarily speeded up interlibrary loan, it has definitely broadened the number of possible sources for filling each request.

*Copies available on interlibrary loan from Professional Librarianship Collection, Field Services Division, Texas State Library.

Recommendations

At this time it is planned to conduct a similar study of the network during the third six months of operation, July 1, 1969 through December 31, 1969. This second evaluation will be greatly aided by more reliable data. This could be assured by several recommendations.

(a) Care should be taken at the local level to insure that the monthly report sheets (reporting network activity at the Size II libraries and the MRC libraries) tally with the transaction sheets which are forwarded as evidence of the reported use.

(b) Care should be taken with transaction sheets by a reference librarian at each station (who is sincere in desiring to give good service and appreciates the necessity to completely and accurately fill-out the individual transaction sheets) in order to expedite service and afford the best opportunity for the patron's request to be successfully answered. Complete and accurate transaction sheets would contribute measurably to an improved and more precise evaluation of the third six month period of network operation.

More of the 354 public libraries should use the network. The field consultants of Texas State Library should teach each community library staff the proper use of the network, urging that a good basic collection held locally can be supplemented by statewide resources if the staff of the local unit can learn to identify patron needs and adequately communicate these needs to the network.

With the heavy workloads of most library administrators it has been only occasionally that the directors of the MRC libraries and the Texas State Library administrators have had the opportunity to deal directly with the network activity. In cases where administrators have had the opportunity to do so, or an experienced professional staff member has taken a special interest in the project, there has been evidence of improved service and an improved level of transaction sheet quality.

Considering staff shortages and general work overload of professionals working in Texas public libraries, it is not realistic to assume that ideal conditions of network personnel management and supervision can always occur. It is evident that more involvement of professional staff and administrators in the actual operation of the network, knowledge of what constitues correct and adequate record keeping and personal interest in the program could improve the total network operation.

Network Costs

MRC "local matching" of half a reference librarian's time devoted to network interlibrary loan work is calculated as $47,600 annually in contributed time by the participating libraries. Texas State Library employs a staff of 2 librarians, 1 Telex operator and a half-time clerk amounting in salary to $19,153 annually.

Line charges and fixed costs of telephone and Telex operation over a twelve month period amounted to $14,866.11. ($7,666 July-Dec. 1968; $7,200 March-June 1968, Jan.-Feb. 1969) Supplies and miscellaneous costs, roughly calculated at $85.00 per station (based on Texas State Library costs for these items), at eleven stations amounts to approximately $941.00. This calculation of costs does not count personnel time or supplies involved at levels below the MRC libraries. (This figure also does not consider the postage used to send books or materials or the costs of notification post cards from Texas State Library. A calculation of Texas State Library's interlibrary loan postage for a six month period was $350.64.) Therefore, costs of the network can be considered at somewhere near $82,560 annually.

During the six months covered by this study approximately 6,900 requests were handled at roughly half the annual network operational cost or $5.98 per transaction. This cost differs dramatically from the figure of $1.60 per transaction calculated for the first portion of this report as the $1.60 figure considered only communication costs. Of the 6,900 transaction sheets, 5,000 represented filled requests.

Monthly Requests Received on the Texas State Library Reference Division Telex

February, 1968	1	
March	104	
April	269	
May	326	
June	250	
Considered beginning date of total network		
July	376	
August	467	
September	321	
October	466	(A typically heavy month)
November	347	
December	442	(A typically heavy month)
January, 1969	432	
February	435	
March	858	(The heaviest month)
April	517	
May (1 - 13)	193	

NETWORK COMMUNICATION COSTS:

Month	TELEX			TELEPHONE	
	Total** Cost	TSL Usage	10 MRCs Usage	MRC Rent & L.D.	Credit Cards
February,1968	$152.05	$ 0	$ 9.93	$ 0	$ 0
March	929.44	119.27	$208.14	168.54	0
April	827.12	124.75	242.26	223.48	1.31
May	841.74	129.37	236.74	222.55	16.36
June	802.93	109.36	197.93	277.65	21.94
	Considered Beginning Date of Total Network				
July	$853.74	$133.19	$248.74	$311.98	$38.51
August	909.55	166.82	304.55	278.67	38.47
September	845.30	132.88	240.30	402.63	58.51
October	902.89	183.86	297.87	373.41	77.01
November	876.76	143.59	259.26	389.05	62.88
December	863.01	153.38	258.01	323.58	60.05
January,1969	900.24	171.02	295.24	425.29	79.08
February	940.23	190.34	335.23	429.04	53.96
March	937.31	187.48	332.31	473.76	*
April	956.72	220.01	351.72	395.52*	*

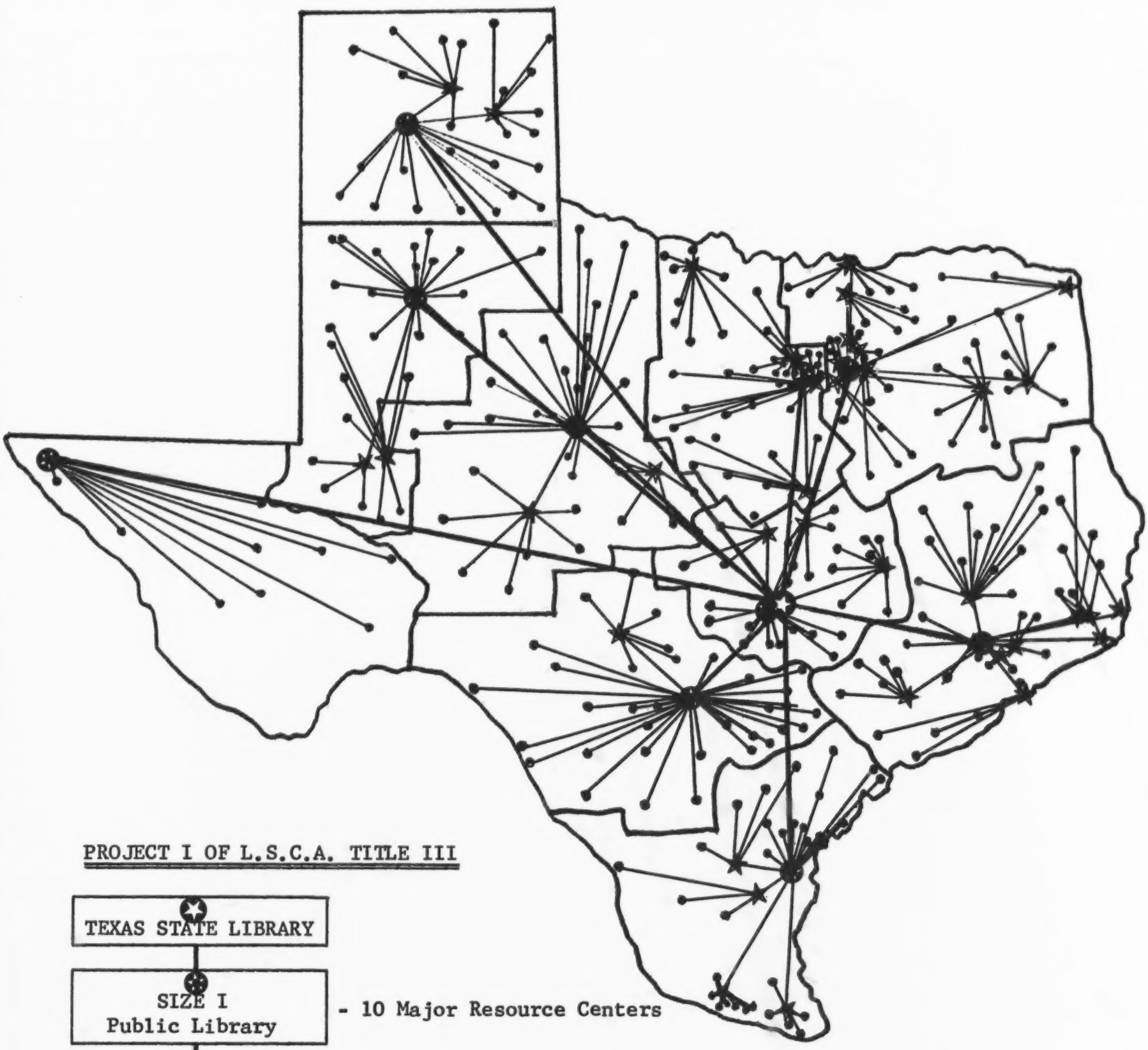
Totals are for April, 1968 - March, 1969 to reflect a 12 month period

$10,500.82	$1,826.04	$3,248.44	$4,131.09	$508.08

Grand Total for April, 1968 - March, 1969: $15,139.99

*Complete billing has not been received 5/19/69
**Usage plus additional costs

TEXAS STATE LIBRARY COMMUNICATION NETWORK



PROJECT I OF L.S.C.A. TITLE III

TEXAS STATE LIBRARY

SIZE I Public Library - 10 Major Resource Centers

SIZE II Public Library - 38 Area Public Libraries

SIZE III Public Library - 308 Community Public Libraries

Postcards used for reporting status of network request to Reference Division, Texas State Library

Texas State Library Network
TEXAS STATE LIBRARY REFERENCE DIVISION
Drawer DD Capitol Station/Austin, Texas 78711

Date_____
Author_____
Title_____

( ) is being sent to you by the Texas State Library.
( ) is in circulation. Hold placed.
(Notify us if this is not acceptable.)
( ) is not in our collection. It is being sent to you by_____.
( ) is not available in the Ten Major Resource Center Libraries. It has been ordered by Texas State Library and will be sent to you as soon as it is received. Notify us if this is not acceptable.

Texas State Library Network

Date_____

Author_____

Title_____

is not in the collection of the Texas State Library. Your request is being placed on the Texas State Library Network. You will be notified as soon as the book is located, or after all Major Resource Center Libraries have been searched.

Texas State Library
REFERENCE DIVISION
Drawer DD, Capitol Station
Austin, Texas 78711

TEXAS LIBRARY AND HISTORICAL COMMISSION

C. Stanley Banks, Sr., Chairman, San Antonio

Price Daniel, Liberty and Austin

William H. Gardner, Austin

Walter E. Long, Austin

Fred Hartman, Baytown

Robert E. Davis, Waco

TEXAS STATE LIBRARY

Director and Librarian: Dorman H. Winfrey

Assistant State Librarian: Lee Brawner

Administrative Division: William H. Carlton, Director

Archives Division: John M. Kinney, Director

Blind Services Division: Mrs. Lois La Bauve, Director

Field Services Division: Mrs. Marie Shultz, Director

Legislative Reference Division: James R. Sanders, Director

Records Management Division: Robert B. Fitzgerald, Director

Reference Division: Mrs. Ann Graves, Director

Technical Services Division: Frederica Killgore, Director

ADDENDUM
to
Preliminary Evaluation
Texas State Library
Communication Network
1968

LIBRARIES OUTSIDE THE NETWORK MAKING REQUESTS FROM THE NETWORK
(7-1-68 through 12-31-68)

INTERLIBRARY COOPERATION OUTSIDE TSLCN AT THE SIZE II LEVEL
(7-1-68 through 12-31-68)

NUMBER OF REQUESTS FILLED BY LIBRARIES OUTSIDE TSLCN
(7-1-68 through 12-31-68)

REQUESTS FILLED BY NON-PUBLIC LIBRARIES DIRECT FROM MRC
(7-1-68 through 12-31-68)

TYPE OF MATERIAL REQUESTED FROM THE NETWORK BY LIBRARIES OUTSIDE THE NETWORK
(7-1-68 through 12-31-68)

LIBRARIES OUTSIDE THE NETWORK MAKING REQUESTS FROM THE NETWORK
(7-1-68 through 12-31-68)

Military Libraries:

Ft. Bliss	14
White Sands Missile Base	3
Ft. Hood	6
Loring Air Force Base	1
U.S. Air Force Library	2
NASA	6

Out of State Libraries:

Lawrence Kansas Public Library	1
Ft. Lauderdale Public Library (Florida)	1
Melbourne Public Library (Florida)	2
Oklahoma Department of Libraries	1
Societie National des Petroles D'Aquitaine	1

Non-Profit Corps.:

Southwest Education Development Laboratory	1
NIMH Clinical Research Center	2
M.D. Anderson Hospital Library	2

Colleges & Universities:

West Texas State University Lib.	2
Ambassador College Library	1
Southwestern Medical School Lib.	3
University of Houston	29
Texas Southern University	1
University of Texas	1
University of Dallas	2
S.M.U.	5
Le Tourneau College Library	1
Lee College	5
East Texas State University	1
Lamar Tech	1
St. Thomas University	2
Tarrant Co. Junior College	1

Business & Industry:

Helium Research Center Library	4
Collins Radio Company	5
Sun Oil Company	4
LVT Vaught Aeronautics Div.	1
Shell Development Company	1
Degolyer & MacNaughton Library	1
Bell Helicopter Co. Research Lib.	1
Atlantic Richfield Company Research Library	5
Texas Instruments Library	1
Dow Chemical	1
Chevron Oil Company	1
DuVall Corporation	1

Others:

Sanderson High School Library	8 (several titles each transaction)
Pecos High School Library	1 (10 books)

INTERLIBRARY COOPERATION OUTSIDE TSLCN AT THE SIZE II LEVEL
(7-1-68 through 12-31-68)

Requests filled for Size II libraries (requests were not put on network):

Number of requests	Library filling request	Library for which request was filled
5	University of Texas	Longview - 2 Galveston - 1 Borger - 1 Gainesville, referred by Denison - 1
5	Lamar State College of Technology	Orange - 5
3	Hardin Simmons University	Galveston - 1 Denison - 1 Brownwood (through Abilene Public Library)
2	University of Houston	Wharton County Library - 1 Sterling Municipal Library, Baytown - 1
2	Abilene Christian College	Brownwood - 2 (one through Abilene Public Library, one direct)
7	Texas Woman's University	Waco - 7 (all for the same graduate student)
1 each:		
	East Texas State University	Denison
	Howard Payne University	Brownwood
	McMurry College	Brownwood (through Abilene Public Library)
	Southern Methodist University	Mesquite
	University of Texas at Arlington	Arlington
	Tennessee State Library	Grand Prairie (3 books requested at the same time)
	Library of Congress	Waco
	Cincinnati Public Library	Mesquite
	Detroit Public Library	Galveston
	Greene County District Library, Xenia, Ohio	Denison
	Horry County Library, Conway, South Carolina	Waco
	Southwestern Bell Telephone Film Library	Haltom City

Practically all of the material requested from these libraries falls into two categories: Genealogical material for a specific area or material requested by a college student who, it seems logical to assume, requested the material from a known source.

Requests filled by Size II libraries:

Number of requests	Library for which request was filled	Library filling the request
2	University of Houston	Galveston
1	Baylor University	Galveston
1	Tarleton State College	Brownwood
3	Ellington Air Force Base	Pasadena
2	DuPont Chemical Library	Orange
1	Dow Chemical	Galveston
1	Mount Vernon, N.Y. Public Library	Denison

NUMBER OF REQUESTS FILLED BY LIBRARIES OUTSIDE TSLCN
(7-1-68 through 12-31-68)

Libraries outside TSLCN which filled requests from the network (referred from TSL) and number of such requests filled by each institution:

112	University of Texas at Austin
72	Texas Christian University
48	Abilene Christian College
18	Hardin Simmons University
10	McMurry College
9	Austin Presbyterian Theological Seminary
6	Library of Congress (5 of these were one transaction)
5	Southwestern Medical School
5	Texas Medical Association Library
4	Aeromedical Library, School of Aerospace Medicine, Brooks Air Force Base, San Antonio
3	University of Georgia
3	University of Houston
3	University of Missouri
3	Southwest Baptist Theological Seminary
3	Tennessee State Library and Archives
3	Yale University
2	General Dynamics Corporation
2	Harvard University
2	Los Angeles Public Library
2	Museum of New Mexico Library
2	Tarrant County Junior College
2	University of Tennessee
2	University of Texas Law School Library
2	Texas A & M University
2	Texas State Department of Public Safety
2	Texas Technological College

1 each:

American Automobile Association Library, Washington, D.C.
University of Arkansas
Baylor University
Catholic University of America
University of Colorado at Boulder
Douglas Aircraft Corporation, Los Angeles
Dow Chemical Corporation
Drexel Institute of Technology
Episcopal Theological Seminary of the Southwest, Austin
Gallaudet College
General American Transportation Company, Niles, Illinois
Hoover Institute of War, Revolution & Peace, Stanford University
University of Kansas
University of Kentucky
Massachusetts Institute of Technology
Midwestern University, Wichita Falls
Missouri Historical Society
Montana State University
Moravian College, Bethlehem, Pennsylvania
Muskogee-Marion-Chattahoochee-Stewart Regional Library, Columbus, Georgia
National Geographic Society Library

National Library of Canada
New Mexico State Library
New Mexico University
New York Public Library
Oregon State University
Rice University
Southern Methodist University
Southern Methodist University Law Library
University of Texas at Arlington
Texas Medical Center
U.S. Department of Agriculture Library
U.S. Department of Commerce Library
U.S. Army Library

REQUESTS FILLED BY NON-PUBLIC LIBRARIES DIRECT FROM MRC
(7-1-68 through 12-31-68)

(Did not go to TSL or on Telex) The following information is not complete. Records of requests sent directly from MRC to a non-public library (hence not put on the network) were not requested by TSL. However a few libraries sent these transaction sheets and enabled us to make the following tabulation.

Abilene	None	
Amarillo	None	
Austin	Three	(one to University of Texas for information on periodical Western Apparel Journal: UT reported University of California (Not specified) and Seattle Public Library hold title; one referred to TSL, then to LC - does not indicate receipt; one referred to A & M - does not indicate receipt.)
Corpus Christi	One	(one to University of Arkansas for Xerox from periodical; one information referring patron to commercial firms.)
Dallas	None	
El Paso	Two	definite (one to University of Texas Law Library; one to University of Kentucky stating Texas sources had been polled.) one from Abilene Christian College through Abilene Public Library so may have come through network.
Fort Worth	One	(Texas Christian University)
Houston	Twenty-six	(fourteen University of Houston plus one that University of Houston had non-circulating;

six - Rice;

two - R.I.C.E. (plus one in which patron had already tried R.I.C.E.);

two - A & M

one - Oklahoma State University (after trying UT);

one - Houston Academy of Sciences.)

In twelve instances, Houston Public Library made referrals to outside libraries which either were not filled or it could not be ascertained whether or not they were filled. Two times they went to non-library sources to try to get information.

Lubbock	None
San Antonio	No request filled directly. In three instances information on other sources was given the requesting library.

TYPE OF MATERIAL REQUESTED FROM THE NETWORK BY LIBRARIES OUTSIDE THE NETWORK (7-1-68 through 12-31-68)

Requests from Military Establishments

Fort Bliss - Human Sexual Response
Coahuila y Tejas en la Epoca Coloneal Editorial Cultura
Woodrow Wilson: A Great Life in Brief
A Doctor Speaks on Sexual Expression in Marriage
Ethics and United States Foreign Policy
Christianity, Diplomacy and War
Existentialism from Dostoevsky to Sarte
Impotence and Frigidity

White Sands Missile Range - Planet of the Apes
Mahogany Battleship
Ordeal by Hunger

Fort Hood - Beef Production
It's About Time
Stanyan Street and Other Sorrows
Several books about radio control

Loring Air Force Base - Trowbridge Genealogy

U.S. Air Force Library - Research and Development Management: the economics and administration of technology

NASA - Standard Handbook of Lubrication Engineers
Portfolio Selection - Efficient Diversifications of Investments

Several technical journals e.g. Monthly Weather Review, 1961
Several Government documents
Books on photography

Requests from Business and Industry

Helium Research Center Library - Toward a Cruise Ship of the Air
Several other titles found. One title Orthohydrogen, Parahydrogen was referred through TSLCN and to Boulder Laboratory and Petroleum Research Center but not located.
Another title Research and Development Management ... was finally obtained from General Dynamics through TSLCN.

Collins Radio Company - Man of High Fidelity
Handwriting Analysis
Arbacus and 2 other titles

Sun Oil Company - Numerical Methods of Higher Order Accuracy
Journal - Operations Research Quarterly

Bell Helicopter Company - Principles of Turbomachinery

Atlantic-Richfield Company - Journal of Engineering for Industry
Oxygen-Carrying Proteins

Texas Instruments Library - Marketing Journal

Requests from Out-of-State Libraries

Lawrence, Kansas Public Library - Tame the Restless Wind: the life and legends of Sam Bass

Fort Lauderdale Public Library, Fort Lauderdale, Florida - Indian Depredations

Melbourne, Florida Public Library - Gray Ghosts of the Confederacy
Fourteen Hundred and Ninety-One Days in the Confederate Army

Oklahoma Department of Libraries - A History of Texas Railroads

Societie National des Petroles D'Aquitaine - Technical Journal

Requests from Non-Profit Corporations

NIMH Clinical Research Center - Essays on Ego Psychology
Early Man

Southwest Educational Development Laboratory - Education and Ecstasy

Requests from Universities

West Texas State University - A Century of the Essay
Reason and the Imagination
Literary Criticisms
Africa Institute Bulletin

Ambassador College Library - Pools, Foundations and Waterfalls

University of Houston - Houston Post, 1914-1915
Science of Folklore
Great Books of the Western World
Several journals of a technical nature (National Petroleum News, Mineral Industry, etc.)
Several Government documents

Texas Southern University - Xerox from Ebony periodical

University of Texas - Periodical Engineering Journal

Southern Methodist University - Modern Elementary Statistics
Copy of Terrell newspaper

Lee College - Studies in Bibliography
Last Essays
Patterns of Commitment in American Literature

Lamar State College of Technology - Salary Statistics for Large Public Libraries
(not located because Houston P. L. did not refer)

Requests from Other Libraries

Both Sanderson and Pecos High School Libraries have used the network through El Paso. Some of these requests that El Paso could not fill have been referred through the network and some libraries outside the network have answered these requests. Most of the requests from these schools are for numerous titles on a subject, such as poetry, for an entire school class. This is especially true in the case of Pecos. In Sanderson the requests have often been for individual titles, e.g. Sister Carrie and Secret of the Hittites.

One request from Sanderson High School for Car Craft periodical's "Street Rod Project" was referred and filled by Los Angeles Public Library through the TSLCN.